

**SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING  
BUSINESS LEVEL SERVICE LEVEL AGREEMENTS**

**Abstract of the Disclosure**

5           Systems and methods for monitoring and controlling business level SLAs  
(Service level Agreements), and more particularly, systems and method for monitoring  
and controlling business level SLAs using probe points, KPIs (Key Performance  
Indicators) and business commitments. An XML (extensible Markup Language)-based  
specification referred to as BPCL (Business Process Commitment Language) is used to  
10 describe business commitments. BPCL specifications are used by a business process  
management (BPM) system to configure, monitor, and control business processes based  
on business commitments. Business Commitments and BPCL provide a path toward  
model-based management for dynamic e-business solutions.